

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Training Office

Request for Proposals

RFP No. HMS-903-11-04-EWH
“Substance Abuse Treatment Services for
East and West Hawaii”

April 4, 2011

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State will not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.




STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96809-0339

April 4, 2011

MEMORANDUM

TO: All Interested Applicants

FROM: Patricia McManaman, Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – Substance Abuse Treatment Services for East and West Hawaii for TANF and GA Recipients; RFP NO. HMS-903-11-04-EWH**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. Informational meeting is not scheduled in accordance with HAR §3-143-203(f) (1). For more information, please call 586-7088.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered or DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals may be emailed to: BESSD_ECCP_Mailbox@dhs.hawaii.gov OR hand-delivered (including courier mail) by 4:30 P.M., Monday, April 18, 2011, to the DHS, BESSD, Employment and Training Program Office (ETPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, April 19, 2011, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 4

ALL MAIL-INS WILL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN April 18, 2011 **and received by the state purchasing agency no later than 10 days from the submittal deadline.**

All Mail-ins

Department of Human Services
BESSD Administration Office
Employment Training Office
820 Mililani Street, Suite 606
Honolulu, HI 96813

DHS RFP COORDINATOR

U'ilani Hayes
For further information or
inquiries
Phone: 586-7088

ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), April 18, 2011.** Deliveries by private mail services such as FEDEX will be considered hand deliveries. Hand deliveries will not be accepted if received after 4:30 p.m. April 18, 2011.

Drop-off Sites

Oahu:

Department of Human Services
BESSD Administration Office
Employment and Training Office
820 Mililani Street, Suite 606
Honolulu, HI 96813

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	4/4/2011
Distribution of RFP	4/4/2011
RFP orientation session	N/A
Closing date for submission of written questions for written responses	4/7/2011
State purchasing agency's response to applicants' written questions	4/11/2011
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	4/18/2011
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	4/19- 4/22/2011
Provider selection	4/22/2011
Notice of statement of findings and decision	4/22/2011
Contract start date	5/1/2011

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

For	Click
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
11 Campaign Spending Commission	http://hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant will constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, BESSD
Employment and Training Program Office
Haseko Center, 820 Mililani Street, Suite 606
Honolulu, HI 96813
Phone (808) 586-7088 Fax (808) 586-5744

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date	<u>N/A</u>	Time:	<u>N/A</u>
Location:	<u>N/A</u>		

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral

questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: 4/7/2011 **Time:** 12:00nonn HST

State agency responses to applicant written questions will be provided by:

Date: 4/11/2011

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant will submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State

certifications are listed on the Proposal Application Checklist located in Section 5.

- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals will not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it will be considered for award as though it were the only proposal submitted by the applicant.

- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers will be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate will have an original green certified copy stamp and will be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)

- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
 - **Compliance with all Applicable State Business and Employment Laws.** All providers will comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)

- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes.

Refer to this section's part II. Website Reference for HCE's website address.

- G. **Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant will request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data will accompany the proposal, be clearly marked, and will be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins will be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries will be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals will be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; or
 - If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX will be considered hand deliveries and will be rejected if

received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Proposals may be submitted by electronic means as a portable document format (.pdf) via **EMAIL ONLY** to **BESSD_ECCPO_Mailbox@dhs.hawaii.gov**. Proposals submitted by any other electronic means other than those stated above are not allowed and will be rejected.

IX. Discussions with Applicants

- a. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- b. **After Proposal Submittal Deadline** - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals will be date-stamped, and when possible, time-stamped. All documents so received will be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files will be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant will submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals will be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal will be construed as the applicant's best and final offer/proposal. *The applicant will submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, will not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)

- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision will be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest will be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS will be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Patricia McManaman	Name: Luanne Murakami

Title: Interim Director	Title: Procurement Officer
Mailing Address: P.O Box 339 (1390 Miller St., RM 209)	Mailing Address: 820 Mililani Street, Suite 606, Honolulu, HI 96813
Business Address: 1390 Miller Street Honolulu, HI 96809-3309	Business Address: 820 Mililani Street, Suite 606, Honolulu, HI 96813

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section will be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The Department of Human Services, hereinafter known as the “Department” or DHS, is seeking a qualified vendor to provide urinalysis testing and adult substance abuse case management and treatment services as needed for eligible recipients of Temporary Assistance for Needy Families (TANF) and General Assistance (GA) with identified substance abuse issues and give them opportunities to transition from welfare to work. The term TANF also applies to families whose TANF applications are approved under state-funded benefits known as Temporary Assistance to Other Needy Families (TAONF). The Division will ensure that available substance abuse resources are utilized in the most effective and efficient manner possible.

These TANF and GA recipients will be engaged in a work program referred to as First-to-Work Vocational Rehabilitation (FTW-VR) as a condition of eligibility for financial assistance.

BESSD’s goal is to prevent or reduce the severity and disabling effects related to alcohol and other drug use, abuse and dependence by assuring an effective, accessible public and private community-based system of prevention strategies and treatment services designed to empower individuals to make health-enhancing choices regarding the use of alcohol and other drugs and move them towards work and self-sufficiency.

The purpose of this RFP is to provide regularly scheduled urinalysis testing and a continuum of adult substance treatment services statewide for both TANF and GA recipients who presently are not receiving such services while receiving services from the corresponding First-to-Work (FTW) unit. It is well known that the need for substance abuse treatment exists throughout the state. Although the largest number of persons needing substance abuse treatment lives in the City and County of Honolulu, other, smaller counties, require core treatment services. Existing data in the community further suggest that drugs remain the primary substance of abuse followed by alcohol addiction.

B. Background

The Department's Benefit, Employment, and Support Services Division (BESSD) is the agency that oversees the TANF and GA programs.

The TANF program provides cash assistance to both single parent and two parent households with dependent children. Federal legislation establishes specific time limits on eligibility for TANF benefits. Hawaii State law and regulations establish specific time limits for cash assistance for families and single adults. These laws and regulations require public assistance recipients to participate in appropriate work activities intended to transition them to employment and economic independence.

The GA program provides cash benefits to individuals between 18 and 65 years of age, without minor dependents, who are temporarily disabled and do not qualify for SSI or SSDI benefits. BESSD, through a board of certified physicians is responsible for determining that an applicant's physical or psychiatric disability is such that it renders the individual incapable of engaging in substantial gainful employment for a minimum of thirty (30) hours per week, for at least sixty (60) days from the onset of the disability.

Recipients, who have psychiatric or medical barriers to work participation, but have the potential to be restored to self-sufficiency, are required to obtain medical treatment and participate in wellness/rehabilitation services. Medical conditions that impact a recipient's ability to work can be stabilized or resolved so the individual is able to function in a work setting. Ongoing treatment and/or regular monitoring of the chronic condition(s) are essential to minimize recurrence of acute episodes that negatively affect the individual's ability to participate in work activities and transition to paid employment.

C. Planning activities conducted in preparation for this RFP

A request for information meeting was published and posted on the State of Hawaii Procurement Office (SPO) Website on January 29, 2009 at the following <http://www.spo.hawaii.gov>

D. Description of the goals of the service

The goal of the requested service is to reduce the severity and disabling effects related to illicit drug use and alcohol abuse by making a continuum of service modalities available statewide to individuals and families with alcohol and other drug problems and to

move them to work and self-sufficiency. The continuum includes assessment, residential, day, intensive outpatient, outpatient treatment and case management and urinalysis (UA).

E. Description of the target population to be served

The target population includes adult TANF recipients designated as other work individuals (OWEI) and GA recipients. In addition, the target population will include TANF adults active with Child Welfare Services Branch (CWS) of the Department of Human Services and whose children are in the home. CWS designates these types of cases as court or non-court ordered family supervision cases. Finally, Non-TANF recipients whose household income is under 300% of the federal poverty level in 2007 and whose children are active with CWS will also be serviced by this agreement. The Department reserves the right to change the target population after 30 days notice being afforded to the awarded providers affected for the duration of the contract.

F. Geographic coverage of service

Service area for this RFP comprises of the island of Hawaii.

G. Probable funding amounts, source, and period of availability

Funding will be used to provide urinalysis testing and a continuum of treatment services as needed to the targeted population from any service area as listed below in the Scope of Services. The PROVIDER(S) will treat only adult household members (18 years or older) requiring urinalysis testing and referred for substance abuse treatment services. For each contract year, the suggested funding amounts are as follows:

East Hawaii: (Funds specified for urinalysis testing and the entire continuum including Continuing Care Services as needed) Suggested amount of \$63,360 for a 12 month contract period.

West Hawaii: (Funds specified for urinalysis testing and the entire continuum including Follow-Up Treatment Services as needed) Suggested amount of \$63,360 for a 12 month contract period.

Funding will be prorated for the initial contract period of May 1, 2011 through and including June 30, 2011.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The APPLICANT will have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable **Hawaii Administrative Rules (HAR)**.
 - a. Residential programs, in accordance with **Title 11, Chapter 98, Special Treatment Facility**, must have a Special Treatment Facility license at the time of application and abide by applicable administrative rules governing accreditation of substance abuse programs.
 - b. All APPLICANTS will comply with **Title 11, Chapter 175, Mental Health and Substance Abuse System**.
2. If the APPLICANT is federally funded for \$300,000 or more, the APPLICANT will perform financial and compliance audits in accordance with **Government OMB Circular A-133** and submit the audits to the DEPARTMENT as directed.
3. The APPLICANT will comply with Chapter 103F, HRS, **Cost Principles for Purchases of Health and Human Services** identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (see paragraph II, website reference).
4. The APPLICANT will institute a policy that funds cannot be used to support the distribution of sterile needles for the hypodermic injection of any illegal drug or the distribution of bleach for the purpose of cleansing needles for such hypodermic injections.
5. All substance abuse records will be kept confidential pursuant to **42 Code of Federal Regulations (42CFR), Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records** and, if necessary, the APPLICANT will resist in judicial proceedings any efforts to obtain access to patient records except as permitted by such regulations, and **Sec. 334-5, HRS, Confidentiality of Records**.

6. The APPLICANT will adopt and implement a policy regarding Acquired Immune Deficiency Syndrome (AIDS) which states that it:
 - a. Does not discriminate against any client who has tested positive for antibodies against Human Immunodeficiency Virus (HIV) at admission or throughout participation.
 - b. Assures staff education on HIV and AIDS at least once per year.
 - c. Provides for AIDS education to all clients.
 - d. Maintains the confidentiality of any results of HIV antibody testing pursuant to **Sec. 325-101, HRS**.
 - e. Assures that any pre-test and post-test counseling will be done only in accordance with the DEPARTMENT'S **HIV Counseling and Testing Guidelines**.
 - f. Administers an AIDS Risk Assessment as part of the treatment psycho/social evaluation and encourages high risk clients to have a blood test for HIV antibodies.
7. The APPLICANT will adopt a policy regarding tuberculosis (TB) which states that it provides for TB education as appropriate.
8. The APPLICANT will develop and maintain fiscal, statistical, and administrative records pertaining to services as specified by the DEPARTMENT.
9. The APPLICANT will make an acknowledgement of the DEPARTMENT and BESSD as the APPLICANT'S program sponsor. This acknowledgment will appear on all printed materials through the use of the DEPARTMENT'S logo.
10. The APPLICANT will have a minimum of one year experience in provision of substance abuse treatment services for substance abuse clients.

B. Secondary purchaser participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

None

C. Multiple or alternate proposals
(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded
(Refer to HAR Section 3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for single award:

A single contract will be awarded to a proposal that demonstrates the ability to provide comprehensive and efficient substance abuse treatment services for the island of Hawaii.

E. Single or multi-term contracts to be awarded
(Refer to HAR Section 3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: May 1, 2011 up to and including June 30, 2011. Contract extensions thereafter may be for twelve (12) month increments.

Length of each extension: up to 12 months

Number of possible extensions: Three

Maximum length of contract: Not to exceed June 30, 2015

The Department expects the initial period of service shall commence on the contract start date of Notice to Proceed whichever is later.

Conditions for extensions:

Extensions must be in writing, initiated by the Department through an offer of a supplemental contract, and agreed upon and executed by both the Department and awarded PROVIDERs.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, paragraph I (Procurement Timetable) of this RFP.

U'ilani Hayes Phone: 586-7088 Email: ghayes@dhs.hawaii.gov

Please note that proposals responding to this RFP must submit their portable document format (.pdf) to the following address: BESSD_ECCPO_mailbox@dhs.hawaii.gov.

III. Scope of Work

The State of Hawaii, Department of Human Services, Benefit, Employment and Support Services Division intends to procure adult substance abuse treatment services for TANF and GA recipients who have a drug and alcohol addiction which would adversely effect their ability to become self-sufficient and employable. TANF and GA recipients will simultaneously participate with a designated FTW unit (either state operated or contracted) while receiving substance abuse treatment services.

The scope of work encompasses the following tasks and responsibilities:

A-1. Service Activities for TANF Population
(Minimum tasks and responsibilities)

1. Referral
 - a. Referral made by the Department of substance and alcohol abuse clients, whose substance abuse addiction has been diagnosed by the Department's medical evaluation designee, to the Substance Abuse Treatment Services Provider for intake services via a manual referral process. A copy of this medical or psychiatric report with the recommended treatment plan will be made available to the Provider with a signed Consent to Release Form from the client.
 - b. The referral form will provide the treatment plan to be implemented by the Substance Abuse Treatment Provider.

- c. Referred clients will participate with FTW and receive employment and support services while receiving treatment services to ensure compliance with the treatment plan as a condition of continued eligibility.

2. Intake and Assessment

- a. Target population will be comprised of TANF recipients who need intervention and treatment for their substance abuse problems and any associated medical, psychological, social, and vocational problems.
- b. Formulate the Individualized Service Plan (ISP), which outlines the services and urinalysis testing schedule to be provided to the client. ISP will be based on the treatment plan from the Department's medical evaluation designee.
- c. The treatment approach will be appropriate to the individual's age, gender and marital status, family situation, ethnicity and culture.
- d. The Applicant will maintain a monthly list of clients along with their corresponding FTW unit to be used for reporting purposes. See Sample Form A.

3. Individualized Service Plan (ISP)

- a. Identify goals with the client to formulate the ISP. The following are areas which should be considered when formulating the ISP but are not limited to:
 - (1) Social support network,
 - (2) Issues of motivation,
 - (3) Building resistance skills,
 - (4) Replacing drug activities,
 - (5) Developing problem solving skills, and
 - (6) Employment and self-sufficiency goals.
- b. The ISP should be developed in conjunction with the designated FTW unit which will be providing employment, job readiness, and support services while the client is receiving treatment. (See A-1.6 and A1-7)
- c. The ISP will specify the precise modality of treatment services the client would regularly receive so services are flexible and focused.

- d. The client's participation in the continuum of treatment services described in sub-section 3 below will be sequential. The client will be able to participate in one modality only and up to 60 days of continuing care services, if necessary.

EXAMPLE: If the client is participating in the **Residential Substance Abuse Treatment Program** for a 30-day period, the client may also receive 60 days of continuing care **Services**.

NOTE: None of the modalities will run concurrently.

- e. The ISP should be completed within ten (10) days of the intake and assessment session.
- f. A copy of the ISP along with any updated plan will be forwarded to the designated FTW unit within 48 hours of completion.

4. Continuum of Treatment Services

- a. Services will be comprehensive and will include the following continuum of services:
 - (1) Residential Treatment Program,
 - (2) Intensive Outpatient Program,
 - (3) Outpatient Program, and
 - (4) Continuing Care Services.
- b. The whole continuum may not exceed twelve (12) months and must include, at a minimum, once a month urinalysis testing to ensure compliance with the treatment program.
- c. A **Residential Treatment Program** provides a planned regimen of professionally directed evaluation, treatment, case management, and other ancillary and special services. Observation, monitoring, and treatment are available twenty four (24) hours a day, seven (7) days week.

A **Residential Treatment Program** will provide a **minimum of twenty five (25) hours per week** of face-to-face treatment, including a **minimum of one (1)**

hour per week of individual counseling. The other twenty-four (24) hours will include, but are not limited to, group counseling, recreational therapy, and family services. The Residential Program will not exceed thirty (30) days and will be part of the twelve (12) months allowed for the treatment continuum.

- d. An **Intensive Outpatient Program** provides non-residential intensive specialized services on a scheduled basis for individuals with substance abuse problems. Professionally directed evaluation, treatment, case management, testing and recovery services will be provided.

An **Intensive Outpatient Program** will provide a **minimum of nine (9) hours up to a maximum of nineteen (19) hours per client per week** of face-to-face treatment. At least **one (1) hour per week must include individual counseling.** Intensive Outpatient services will not be provided concurrently with Follow-Up Treatment services. The maximum length of treatment is thirty-five (35) days per client per year. The clients may be placed in the Follow-Up Treatment Services for a 60-day period on completion of an Intensive Outpatient Program.

- e. An **Outpatient Program** provides non-residential comprehensive specialized services on a scheduled basis for individuals with substance abuse problems. Professionally directed evaluation, treatment, case management, and recovery services will be provided to clients with less problematic substance abuse related behavior than would be found in a residential treatment program.

An Outpatient Program will provide **between one (1) and eight (8) hours per client per week** of face-to-face treatment with a **minimum of one (1) hour individual counseling per client per month.** Outpatient Treatment services will not be provided concurrently with continuing care services. The maximum hours of service are ninety-six (96) hours per client per year. The clients may be placed in continuing care Services for a 60-day period on completion of an Outpatient Program.

- f. **Continuing Care Services** provide services for the

purpose of maintaining gains established in treatment and in support of the recovery process so that they can move towards independent life management and economic self-sufficiency. Continuing care services will not be provided concurrently with other modalities. Continuing Care Services will be provided sequentially on completion of any of the above-mentioned modalities.

Continuing care services consist of individual, group counseling and skill building for the purpose of relapse prevention.

- g. The total days of participation in the treatment program will not exceed 90 days unless the individual is placed in an intensive outpatient or in an outpatient treatment program after the Residential treatment program.
 - (1) In such cases the client may be placed in the **Intensive Outpatient Program** for 35 days on completion of the **Residential Treatment Program** and the client's total participation will be 125 days (i.e. 30 days of **Residential Treatment Program** +35 days of **Intensive Outpatient Program** + 60 days of continuing care services).
 - (2) In cases where a client, on completion of the **Residential Treatment Program**, is placed in the **Outpatient Program**, the client's total participation will be 30 days of **Residential Treatment Program** +96 hours of **Outpatient Program** +60 days of continuing care services.

5. Urinalysis

- a. Component of the intake and assessment phase to confirm substance abuse.
- b. Use to provide baseline information on the nature of the client's drug dependencies for appropriate referrals to treatment progress
- c. Conduct monthly testing to provide credible and timely information on the client's continued abstinence or use lapse from specific drugs.
- d. Urinalysis will include observed urine collections,

testing procedures, and specimen processing in accordance with established guidelines in place at certified substance abuse facilities in Hawaii.

- e. For CWS referrals: Urinalysis conducted in compliance with the prescribed court-ordered mandate.
- f. Results from the urinalysis testing or a no show to a scheduled test will be reported to the corresponding First-to-Work unit within 48 hours of the test date (See A-1.8). See sample form B.

6. Employment Services

- a. Communicate with the administratively assigned Department First-To-Work (FTW) units (including contracted FTW units) to determine whether it is in the best interest of the client to engage in employment training activities to pursue self-sufficiency while completing the treatment plan with the substance abuse treatment agency. It is expected that, in most cases, it will be found to be in the best interest of the client to engage in employment and/or training activities to pursue self-sufficiency while completing the treatment plan.
- b. Case conferences with the FTW units as part of the development of the individual service plan (ISP) for the client.
- c. Assess if client is capable of employment training activities. The following activities are available through the FTW program including but not limited to: job readiness, remedial education, vocational training, etc., in accordance with HAR 17-656.1.
- d. Continue substance abuse treatment concurrently with the work or other activities as a means of beginning the client's transition to employment. Also, supportive services (discussed below) will be available through the appropriate FTW unit.

7. Support Services

- a. Refer clients to the corresponding FTW Units (DHS and contracted) for available support services that include but are not limited to:

- (1) Childcare, and
- (2) Transportation expenses.

- b. Participants will be entitled to child care and transportation expenses while they are being treated under the scope of this RFP.
- c. Provide interpreter services, as needed by the client, in order for them to receive services.

8. Monitoring and Reporting

- a. Staff will maintain regular communication on the client's progress at least twice per month with the designated FTW unit.
- b. Staff will complete required Departmental forms on a monthly basis to confirm client's participation in treatment services. Documentation will include, but is not limited to, the results of UA testing and participation hours in treatment services. Completed forms will be submitted by the client to the designated FTW unit by the 5th work day of the following month that treatment services were received.

9. Other Requirements

- a. Staff will comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, First-To-Work, Child Care Connection, and Child Support Enforcement. Use of appropriate departmental forms and other written material is mandatory.
- b. Clients in any level of treatment will meet the most current version of American Society for Addictive Medicine Patient Placement Criteria (**ASAM PPC**) for admission, continuance, and discharge.
- c. Document in writing in the client's chart that ASAM criteria have been met.
- d. Each part of the continuum will include, as appropriate, the face-to-face activities defined in each treatment service.

- e. Develop and implement an appropriate transition plan for each client in the final phase of treatment 10 days prior to discharge. The plan will address transition, recovery issues, and relapse prevention.
- f. All clients appropriate for transfer to a less restrictive level of service will be referred for transfer as established in **Sec. 334-104, HRS**, Least Restrictive Level of Service.
- g. Administer the **Addiction Severity Index (ASI)** as part of the initial assessment to all clients admitted for treatment.
- h. Adopt and implement a policy on alcohol and other drug use (including psychotropic, mood stabilizing medication and methadone) while clients are in treatment. **Clients cannot be excluded solely on the basis of use of medically prescribed medication.**
- i. Compliance with the following sections of P.L. 102-321 regarding treatment services for pregnant women and women with dependent children:
 - (1) Pursuant to **Sec. 1922(c)(3)**, make available, either directly or through arrangements with other public or nonprofit agencies, prenatal care to women receiving services, and child care while the women are receiving the services. All BESSD clients will seek prenatal care medical coverage through the Med Quest Division.
 - (2) Pursuant to **Sec. 1927**, comply with the following requirements:
 - (a) Give preference for admission to treatment to pregnant women who seek or are referred for and would benefit from treatment; and
 - (b) Advertise that pregnant women will receive preference for treatment on any brochures or materials published by the agency.
- j. Coordination with other community agencies and resources:

- (1) Document appropriate linkages to other services on the continuum if intending to provide only part of the continuum.
- (2) Collaborate with other appropriate services including but not limited to health, mental health, social, correctional and criminal justice, educational, vocational rehabilitation, and employment services.
- (3) Maintain a current base of information and referral sources on alcohol, tobacco and other drug, substance abuse and related problem behaviors and treatment resources. Such information will be made easily accessible to staff and program recipients.

A-2. Service Activities for GA Populations

1. Referral

- a. Referral made by the Department of substance and alcohol abuse clients, whose substance abuse addiction has been diagnosed by the Department's medical evaluation designee, to the Substance Abuse Treatment Services Provider for intake services via a manual referral process. A copy of this report with the recommended treatment plan will be made available to the Provider with a signed Consent to Release Form from the client.
- b. The referral form will provide the treatment plan to be implemented by the Substance Abuse Treatment Provider.
- c. Referred clients will participate with FTW for monitoring to ensure compliance with the treatment plan as a condition of continued eligibility.

2. Intake and Assessment

- a. Target population will be comprised of GA recipients who need intervention and treatment for their substance abuse problems and any associated medical, psychological, social, and vocational problems.
- b. Formulate the urinalysis testing schedule to be provided to the client. Testing must be conducted at least once per month. A copy of the testing schedule must be

submitted to the designated FTW unit for monitoring purposes.

- c. The treatment approach will be appropriate to the individual's age, gender and marital status, family situation, ethnicity and culture.
- d. The Applicant will maintain a monthly list of clients along with their corresponding FTW unit to be used for reporting purposes.

3. Urinalysis

- a. Component of the intake and assessment phase to confirm substance abuse.
- b. Use to provide baseline information on the nature of the client's drug dependencies for appropriate referrals to treatment progress.
- c. Conduct monthly testing in accordance with testing schedule to provide credible and timely information on the client's continued abstinence or use lapse from specific drugs.
- d. Urinalysis will include observed urine collections, testing procedures, and specimen processing in accordance with established guidelines in place at certified substance abuse facilities in Hawaii.
- e. Results from the urinalysis testing will be reported monthly to the corresponding FTW unit on the monthly compliance form given to the client. (See A-2.5)
- f. Results from the urinalysis testing or a no show to a scheduled test will be reported to the corresponding FTW unit within 48 hours of the test date (See A-1.8). See sample form B.

4. Supportive Services

Provide interpreter services, as needed by the client in order for them to receive services.

5. Monitoring and Reporting

- a. Staff will maintain regular updates on client's progress at least twice per month with the designated FTW unit.

- b. Staff will complete required Departmental forms on a monthly basis to confirm client's participation in treatment services. Documentation will include, but is not limited to, the results of UA testing and participation hours in treatment services. Completed forms will be submitted by the client to the designated FTW unit by the 5th work day of the following month that treatment services were received.

6. Other Requirements

- a. Staff will comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, GA, First-To-Work, Child Care Connection, and Child Support Enforcement. Use of appropriate departmental forms and other written material is mandatory.
- b. Clients in any level of treatment will meet the most current version of American Society for Addictive Medicine Patient Placement Criteria (**ASAM PPC**) for admission, continuance, and discharge.
- c. Document in writing in the client's chart that ASAM criteria have been met.
- d. Each part of the continuum will include, as appropriate, the face-to-face activities defined in each treatment service.
- e. Develop and implement an appropriate transition plan for each client in the final phase of treatment prior to discharge. The plan will address transition, recovery issues, and relapse prevention.
- f. All clients appropriate for transfer to a less restrictive level of service will be referred for transfer as established in **Sec. 334-104, HRS**, Least Restrictive Level of Service.
- g. Administer the **Addiction Severity Index (ASI)** as part of the initial assessment to all clients admitted for treatment.
- h. Adopt and implement a policy on alcohol and other drug use (including psychotropic, mood stabilizing

medication and methadone) while clients are in treatment. **Clients cannot be excluded solely on the basis of use of medically prescribed medication.**

- i. Coordination with other community agencies and resources:
 - (1) Document appropriate linkages to other services on the continuum if intending to provide only part of the continuum.
 - (2) Collaborate with other appropriate services including but not limited to health, mental health, social, correctional and criminal justice, educational, vocational rehabilitation, and employment services.
 - (3) Maintain a current base of information and referral sources on alcohol, tobacco and other drug, substance abuse and related problem behaviors and treatment resources. Such information will be made easily accessible to staff and program recipients.

A-3. Service Activities for Child Welfare Services (CWS) referrals

- 1. A separate assessment interview for clients who are not actively using drugs and not diagnosed as chemically dependent but nevertheless are having problems associated with substance abuse. This assessment interview will be completed to determine the client's drug treatment plan and urinalysis testing schedule.
- 2. Individualized Service Plan (ISP) designating appropriate drug treatment, urinalysis testing schedule, and other drug treatment plan activities.
- 3. Conduct monthly testing in accordance with testing schedule to provide credible and timely information on the client's continued abstinence or occasional use lapse from specific drugs.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. The provider will conduct, at a minimum, a criminal history record check for any person who is employed or volunteers in an administrative or program position which necessitates close proximity to clients. For administrative and program staff working in a position which necessitates close proximity to children or adolescents, the criminal history check will also include fingerprinting. A copy of the criminal history record check will be placed in the employee's or volunteer's personnel file and will be available for review.
- b. All individuals performing the following functions will be Hawaii State certified substance abuse counselors pursuant to **321-193 (10), Hawaii Revised Statutes** (HRS), or hold an advanced degree in behavioral health sciences unless otherwise approved by BESSD:
 - (1) Clinical supervision
 - (2) Clinical evaluation
 - (3) Treatment planning
 - (4) Individual, group, and family counseling
- c. Staffing will document verifiable experience in any specialized activities such as psychotherapy or family therapy, and/or experience in working with relevant specialized populations such as women, minorities, or adolescents.
- d. Staffing will reflect a multi-disciplinary team effort to the greatest extent possible.
- e. At least one person currently certified for First Aid and CPR will be on the premises at all times.
- f. Documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest x-ray will be maintained in employee file.
- g. A minimum of 12 hours of relevant clinical training per year for each staff person providing clinical services will be conducted per **11-175-14(e)(1)-(4), HAR**, which will include:

- (1) Staff education on HIV and AIDS
- (2) Staff education on the risks of TB for those abusing substances

2. Administrative

- a. Pregnant women will receive preference for treatment. To ensure that pregnant women and referring programs are aware of this preference, any published brochures or materials will advertise that pregnant women will receive preference for treatment.
- b. Department of Human Service's (BESSD) funding will not be used to make payment for any service which has been, or can reasonably be expected to be, made under another State compensation program, or under any insurance policy, or under any Federal or State health benefits program (including the program established in Title XVIII of the Social Security Act and the program established in Title XIX of such Act), or by any entity that provides health services on a prepaid basis. BESSD funds may be used to supplement QUEST-Net substance abuse services after those benefits have exhausted and up to the limit of QUEST substance abuse benefits.
- c. Maximize reimbursement through Hawaii **QUEST** and **QUEST-Net**.
- d. Comply with the Department of Human Service's **QUEST** and **QUEST-Net** policies unless otherwise authorized in writing by BESSD.
- e. Refund to the DEPARTMENT any funds unexpended or expended inappropriately.
- f. All equipment and unused supplies and materials purchased with funds paid to the awarded contract will become the property of the DEPARTMENT upon completion or termination of the contract.
- g. Program income and/or surplus earned during the contract period will be used to further the program objectives; otherwise the DEPARTMENT will deduct the surplus from the total contract amount in

determining the net allowable cost on which state's share of cost is based.

3. Quality assurance and evaluation specifications

- a. The quality assurance plan will identify: the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver them, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. The quality assurance plan will serve as procedural guidelines for staff, and will confer designated individuals and committees with the authority to fulfill their responsibilities in the areas of quality assurance.
- c. The quality assurance process will serve as a source of information for parties interested in knowing how the program monitors and improves the quality of its services. Findings will be integrated and reviewed by the quality assurance committee, and information will be conveyed to the program administrator and the organization's executive officer and governing body at least semi-annually.
- d. The quality assurance system will identify strengths and deficiencies, indicate corrective actions to be taken, validate corrections, and recognize and implement innovative, efficient, or effective methods for the purpose of overall program improvement.
- e. Program evaluation should reflect the documentation of the achievement of the stated goals of the program using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- f. The contract will be evaluated based upon performance as described in section III, Scope of Work, listed above. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcomes.

4. Output and performance/outcome measurements

Refer to Reporting (below).

5. Experience

The Provider will be certified and licensed to provide substance abuse treatment services in the State of Hawaii.

6. Coordination of services

The applicant must demonstrate the capability to coordinate services and to collaborate with other offices within the Department, other providers, government agencies, and resources in the community relating to the delivery of the proposed services.

7. Reporting

a. Monthly Program Reporting

Monthly reports will be prepared and submitted to the Department and submitted by the 10th of each month. Reports will contain the following information:

- (1) Number of pending assessments from previous month.
- (2) Number of TANF clients referred for assessment (from FTW and CWS) in report month.
- (3) Number of GA clients referred for assessment from FTW in report month.
- (4) Number of assessments (TANF and GA) completed and approved for substance abuse treatment services.
- (5) Number of assessments completed and denied substance abuse treatment services
- (6) Number of assessment interviews completed to determine frequency and duration of UA testing.
- (7) Total number of assessments completed.
- (8) Total number of assessments pending at end of the report month.
- (9) Number of clients receiving residential treatment.
- (10) Number of clients completing residential treatment.
- (11) Number of clients receiving intensive outpatient treatment.

- (12) Number of clients completing intensive outpatient treatment.
- (13) Number of TANF clients with positive UA results
- (14) Number of TANF clients with negative UA results
- (15) Number of GA clients with positive UA results
- (16) Number of GA clients with negative UA results
- (17) Number of clients receiving outpatient treatment.
- (18) Number of clients completing outpatient treatment.
- (19) Number of clients receiving continuing care services
- (20) Number of clients completing continuing care services
- (21) Number of clients receiving support services.
 - (a) Childcare Services
 - (b) Transportation Services
 - (c) Interpreter services
 - (d) Other services

b. Required Fiscal Reports:

Refer to Section IV

IV. **Pricing structure or pricing methodology to be used**

Fixed-rate pricing will be used. Reimbursement will be by Actual Performance at the fixed rates listed under “A. Units of service and unit rate.” If not already reflected, these rates will match the treatment contract rates of the Department of Health, Alcohol and Drug and Abuse Division, effective July 1, 2009, for similar or identical modalities.

A. **Units of service and unit rate**

1. Residential Treatment Program:

- a. The unit of performance will be a **bed day**.
- b. The rate per bed day will be a maximum ONE HUNDRED EIGHTY-TWO DOLLARS (**\$182**) per client per bed day. The rate will be considered one hundred percent (100%) of the treatment cost to the client.
- c. The rate per bed day will be a maximum of ONE HUNDRED EIGHTY-SEVEN DOLLARS (**\$187**) per client with one child or more per bed day. The rate will

be considered one hundred percent (100%) of the treatment cost to the client. The rate per bed day per child will be a maximum of ONE HUNDRED DOLLARS **(\$100)**.

- d. The maximum length of stay for this modality of treatment is **thirty (30) days** per client per year. Residential Programs can bill for the day of admission but not for the day of discharge.
- e. Air fare to a residential facility, if needed, will be reimbursable by BESSD.

2. Intensive Outpatient Program:

- a. The unit of performance will be **per diem**.
- b. The rate will be ONE HUNDRED TWENTY DOLLARS **(\$120) per day** which will include a minimum of three **(3) hours** per day of face-to-face individual, group, and/or family sessions.
- c. The maximum length of stay will be thirty-five (35) days per client per year.

3. Outpatient Program:

- a. The unit of performance is sixty **(60)** minutes. The APPLICANT may bill by quarter hour (15 minutes) increments in excess of 30 minutes.
- b. The rates will be:
- c. EIGHTY-EIGHT DOLLARS **(\$88)** for a sixty (60) minutes **individual** activity per client. Clients will receive a minimum of **one (1) hour** individual counseling per month.
- d. FORTY-EIGHT DOLLARS **(\$48)** for a sixty (60) minutes **group** activity per client.
- e. EIGHTY-EIGHT DOLLARS **(\$88)** for a sixty (60) minutes **family** counseling activity.
- f. Reimbursable activities will consist of face-to-face individual sessions including screening, assessment, treatment planning, and counseling; and group sessions including process, task, education, skill building, and recreation groups; and family counseling. The APPLICANT can bill only for screenings that result in a client's admittance into the Outpatient Program.
- g. The maximum hours of service will be ninety-six **(96) hours** per client per year.

4. Continuing Care Services

- a. The unit of payment will be based on a sixty (60) minutes of individual or group activity per client.
- b. The rate will be TWENTY-FOUR DOLLARS (\$24) for a sixty (60) minute individual or group activity per client.
- c. The maximum period for Continuing Care Services will be sixty (60) days per client per year.
- d. BESSD will not reimburse programs for any modality and Continuing Care Services for the same client at the same time. The participation in this program will be sequential.

5. Urinalysis

- a. The unit of payment will be per test.
- b. The rate of payment will be TWENTY-FIVE DOLLARS (\$25) per test conducted statewide and reported to the Department within 48 hours of testing.
- c. The State will pay TWENTY-TWO DOLLARS (\$22) per test conducted statewide and reported to the Department after 48 hours of testing.
- d. The State will pay THREE DOLLARS (\$3) for each no show reported to the Department within 48 hours of the testing date that was missed by the client.

6. Assessment Interview for Urinalysis Testing Schedule

The unit of payment will be per assessment. The rate of payment will be ONE HUNDRED FORTY-FIVE DOLLARS (\$145) per completed assessment.

B. Method of Compensation and payment

Submit monthly invoices specifying the amount due and certifying that services requested have been performed. Monthly invoices should be submitted within 30 days of the end of the billing month. Final invoice for the contract year should be submitted within 45 days of the end of the contract period.

V. Facilities

The applicant will provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

DHS/BESSD Client Referral Listing

Provider Name

Street Address

City, State Zip Code

Phone Number

Fax Number

Referral Month: _____

[illegible]

SAMPLE FORM B

Urinalysis Testing Results

Provider Name

Street Address

City, State Zip Code

Phone Number

Fax Number

Date of Testing: _____

First-to-Work Unit Name: _____

[illegible]

Staff Member Name: _____

Signature: _____

Date: _____

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications will be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant will give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant will demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant will provide a description of projects/contracts pertinent to the proposed services. Applicants will include points of contact, addresses, phone numbers. The state reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant will describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant will demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant will provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant will describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant will provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant will describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant will reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts will be attached to the Proposal Application.

IV. Service Delivery

Applicant will include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicant will submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal will be attached to the Proposal Application.

1) Pricing Structure Based on Fixed Unit of Service-Fixed

If a state purchasing agency is utilizing a fixed rate pricing structure for the RFP, the APPLICANT is requested to furnish a reasonable estimate of the maximum number of service units it can provide for which there is sufficient operating capacity (adequate, planned and budgeted space, equipment and staff).

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) will be submitted with the Proposal Application:

SPO-H-205	Budget
SPO-H-206A	Personnel-Salaries & Wages

SPO-H-206B	Personnel-Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel-Inter-Island
SPO-H-206D	Travel-Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206H	Other Costs
SPO-H-206I	Equipment Purchases*

*Expenditures require justification and prior approval from the state.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance will be used for this purpose.

VI. Other

A. Litigation

The applicant will disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer will review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>		<u>Possible Points</u>
<i>Administrative Requirements</i>		
<i>Proposal Application</i>		100 Points
Program Overview	0 points	
Experience and Capability	30 points	
Administration	15 points	
Project Organization and Staffing	20 points	
Service Delivery	25 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Exclusion of any of the required documents stated in (A)(1) and (2) below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

1. Administrative Requirements

- Application checklist
- Tax Clearance Certificate or Certificate of Vendor Compliance
- Certifications

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each bulleted item identified below in section 2 through 4 is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:

Points

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= No addressed (no credit)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (30 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.
- Demonstrated thorough understanding of the purpose and scope of the service activity
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity

B. Experience

- Demonstrated experience related to the delivery of the proposed service
- Described projects/contracts implemented in the last 5 years that are pertinent to the proposed service
- Demonstrated experience gathering and reporting performance data.

TOTAL

2. Administration (15 points Total)

The State will evaluate the applicant's administration relevant to the proposal contract, which shall include:

A. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

B. Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.

C. Facilities

- Adequacy of facilities relative to the proposed services.

TOTAL

3. Project Organization and Staffing (20 Points)

The State will evaluate the applicant’s overall staffing approach relevant to the proposal contract, which shall include:

A. Staffing

- Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program.

B. Project Organization

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

TOTAL

4. Service Delivery (25 Points)

The State will evaluate the criteria in this section to assess the applicant’s approach to the service activities and management requirements outlined in the Proposal Application.

- Describe the overall program content and design, and demonstrates an understanding of the target group and provision of services
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies, and procedures.
- Demonstrates knowledge of handling customer service and complaints
- Describes staff/program management activities
- Proposes work plan for program implementation that is logical, reasonable, and attainable and provides for public relations and community collaboration.

TOTAL

5. Financial (10 Points)

- Demonstrates solid financial stability and accounting practices.
- Provides the most recent audit report available and cost proposal utilizing the unit rate pricing structure.

TOTAL

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Audit Report	Section 3, RFP			
Organization Chart	Section 3, RFP			

Authorized Signature

Date

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VII.	Attachments	
A.	Cost Proposal	
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	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
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	Program	
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Special Conditions

Insurance Coverage

The contracted organization shall comply with the following additional requirements to the General Conditions, Section 1.4 (this can be found on the SPO website):

The Contractor shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract, until the State certifies that the Contractor's work has been completed satisfactorily.

The policy or policies of insurance maintained by the Contractor shall provide the following limit(s) and coverage:

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (occurrence form)	\$2,000,000 combined single limit per occurrence for bodily injury and property damage
Automobile	Bodily injury - \$1,000,000 per person \$1,000,000 per occurrence Property damage - \$1,000,000 per accident
Professional Liability, if applicable	\$1,000,000 per claim \$2,000,000 annual aggregate

The type of insurance policy shall be on a per occurrence basis.

Each insurance policy required by this contract shall contain the following clauses:

1. *"The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii."*
2. *"It is agreed that any insurance maintained by the State of Hawaii shall apply in excess of, and not contribute with, insurance provided by this policy."*

Each insurance policy shall be written by insurance companies licensed to do business in the State or meet Section 431:8-301, HRS, if utilizing an insurance company not licensed by the State of Hawaii.

Automobile liability insurance shall include excess coverage for the Contractor's employees who use their own vehicles in the course of their employment.

The Contractor agrees to deposit with the State of Hawaii, on or before the effective date of this contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s)

therefore on deposit with the State during the entire term of this contract. Upon request by the State, Contractor shall furnish a copy of the policy or policies.

The Contractor shall immediately provide written notice to the contracting department or agency should any of the insurance policies be cancelled, limited in scope, or not be renewed upon expiration.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Contractor.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

If the Contractor is authorized by the Benefit, Employment and Support Services Division to subcontract, subcontractor(s) is not excused from the indemnification and/or insurance provisions of this contract. In order to indemnify the State, the Contractor agrees to require its subcontractor(s) to obtain insurance in accordance with the insurance provisions of this contract.

Interpreter Services

The contracted organization:

- Shall provide interpreters for persons with limited English proficiency to ensure equal access to services;
- Shall notify applicants, potential applicants, and recipients of services of their right to free interpreter services;
- Is prohibited from requiring applicants, potential applicants, or clients to bring their own interpreters with them to interviews or other appointments, even though this is what they might prefer to do; and
- Shall submit a quarterly Limited English Proficiency (LEP) Report on a form provided by the Department that shall include at a minimum:
 - a. Number of LEP individuals who were offered, declined or required language assistance services;
 - b. Primary language spoken by each LEP person;
 - c. Type of interpreter service provided; and
 - d. Name of interpreter (and agency, if applicable).